



Terms and Conditions

By signing the registration form you are agreeing to our Terms and Conditions.

To register your child and confirm a place, we require the registration form is completed and returned to us with a non-refundable registration fee.

If you wish to defer your start date you may only do so by one month. It is not possible to defer a place beyond one month and full fees will be required. A child can not be booked in more than 12 months before their start date.

Attendance may not begin before the first month's fees have been paid in full.

There is no discount for any absence from the nursery, including sickness and holidays.

Invoices will be sent out a week in advance and fees are due on the 1st of each month.

Accounts overdue on the 3rd are subject to a surcharge of 10% of the outstanding amount.

Your child's place will be suspended if fees remain outstanding by the 7th of the month and until full payment is made.

Extra sessions are subject to availability and cannot be swapped with your standard sessions. Extras are charged at their usual rate and do not receive any discounts. These will be added to your next month's invoice.

£5 per 5 minutes will be charged for early arrival or late collection of a child at any time of the day.

Fees are charged for 51 weeks of the year. This reflects our closure at Christmas. We do not charge for bank holidays.

Parents/carers are fully responsible for all fees. If funding is withheld for any reason parents/carers are responsible to pay the full amount of the session. For a parent who is receiving extended funding for their child, it is their responsibility to notify us immediately in writing if their employment situation changes to enable us to amend their claim.

Parents/carer are fully responsible for ensuring that their funding code is valid ahead of the funding block they are claiming from. Any funding queries should be sent via email and at the earliest opportunity. Funding codes should be checked by the parent regularly ensuring that funding codes are valid before 31st April, 31st August and 31st December.

One month's written notice is required to reduce your child's sessions or cancel your place, otherwise full charges will remain.

The nursery must be informed of any absence in advance. If the child is absent due to illness the nursery must be informed of the illness so that illness within the setting can be monitored and appropriate precautions and communication can be taken. We follow government advice on illness and infections and when a child should be excluded from the setting and for how long. If your child has vomiting and or diarrhoea you must notify the nursery and keep your child at home until 48 hours after the last episode in line with government advice.

Unwell children including those with a temperature of 38 degrees or higher will be sent home.

Parents and carers have a duty of care to ensure that any medical conditions, allergies and intolerances must be reported in writing to the nursery. Also, that all contact details are kept up to date.

It is our duty of care to report any significant concerns about a child in our care to the Multi-Agency Safeguarding Hub (MASH). We may note any incident or observation where we deem the child may have been or may be in the future, at risk of harm or neglect. In exceptional cases this may be done without speaking to a parent or carer until we have sought external advice.

In exceptional circumstances there may be an event that triggers the closure of the nursery that is out of our control. Such events include, without limitation, fire, war, acts of terrorism, strikes, infectious disease, epidemics. Sunny Socks will not issue refunds for such closures.

Sunny Socks will not tolerate, under any circumstances, behaviour towards staff which is deemed to be threatening, abusive or violent. Any such behaviour may result in the termination of a nursery place or the refusal to allow the person back on the premises.

Parents and staff are not permitted to be in contact on social media. Parents are not permitted to share any photos taken at nursery on social media.

We ask the parent or carer collecting child to arrive 5 mins before the end of the session so that the appropriate adult can give feedback from the session.

Sunny Socks reserves the right to terminate your child's place providing at least 1 month's notice in writing, or immediately in the event of a breach of these Terms and Conditions.

Sunny Socks reserves the right to change any element of these Terms and Conditions without notice where such a change arises from a regulatory or legal requirement, or by providing reasonable notice for non-regulatory or statutory amendments.

Sunny Socks does not accept responsibility for accidental injury or damage to or loss of property